Table 12 Ways in which the City is *Difficult* to Work With	Total (n = 251)
Inconsistencies / No one person has answer / Transferred / Difficult to reach right person	34.5%
More timely / Extremely slow / Better responsiveness / Return phone calls	20.1
Ill informed employees / Not helpful / Not trained	14.2
Better communication / Keep us abreast of what's going on in our area / provide more info on the net / Increase program awareness	9.7
A live voice / Answer phone / No voice mail	8.6
Simplify / Streamline/ Too many regulations	6.2
Be more open / Stop treating people with concerns like enemies / Be less stringent / More yielding	5.1
You're always on hold / Better phone menu	4.4
Too much required for permit application	3.6
Rude / Impolite / Bad manners	3.5
Listen to applicant	2.9
Too bureaucratic / Too much paperwork	2.7
Be more aware of impact you have on businesses	1.8
Follow through on requests	1.1
Speak plain English	1.1
Expensive	.9
Don't know	2.2

Q41a: In what way are they difficult? What could they do to improve? (Base = 249 or those who said <u>very difficult</u> or <u>somewhat difficult</u> to "Overall, do you find working with the City to be easy or difficult?")